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SKILLS

- Organizational Skills
- Customer Service
- Team Supervision
- Data Management
- Problem Solving
- Communication

EDUCATION

**BACHELOR OF ARTS IN HOSPITALITY
MANAGEMENT, UNIVERSITY OF NEVADA,
2015**

LANGUAGE

- English
- Spanish
- German

ACHIEVEMENTS

- Increased guest satisfaction ratings by 20% through improved service protocols.
- Recognized for consistently exceeding sales targets during peak seasons.
- Developed a staff training program that enhanced team performance and morale.

Michael Anderson

ASSISTANT RESERVATIONS MANAGER

Detail-oriented Reservations Manager with over 6 years of experience in the luxury hospitality sector, recognized for exceptional organizational skills and dedication to guest satisfaction. Expertise in managing reservations operations, ensuring seamless processes that enhance the overall guest experience. Proven ability to lead teams effectively while implementing innovative solutions to optimize service delivery.

EXPERIENCE

ASSISTANT RESERVATIONS MANAGER

Royal Luxury Resorts

2016 - Present

- Assisted in managing the reservations department, ensuring compliance with service standards.
- Trained and supervised a team of 10 reservation agents, enhancing their performance.
- Implemented a new tracking system that improved booking accuracy by 25%.
- Maintained effective communication between departments to streamline operations.
- Analyzed guest feedback to identify service improvement opportunities.
- Coordinated with sales and marketing to develop attractive packages.

RESERVATIONS AGENT

Seaside Getaways

2014 - 2016

- Managed guest reservations and inquiries, providing exceptional service throughout the booking process.
- Utilized reservation software to ensure accurate and efficient handling of bookings.
- Assisted in the development of promotional offers that increased occupancy rates.
- Resolved customer issues promptly, enhancing overall satisfaction.
- Collaborated with team members to improve service delivery and guest experiences.
- Monitored industry trends to stay competitive and relevant.